

## **Job description: Chief Executive Assistant**

### **Job summary:**

The Chief Executive Assistant (CEA) is a high-impact role that serves as a strategic advisor and right hand to the CEO. The CEA is responsible for managing the executive office, focused on making time, information, and decision processes more effective.

The CEA is responsible for managing and coordinating various aspects of the organisation's operational and strategic initiatives. They work as an integrator - connecting various work streams, as a communicator - linking the organisation to the broader stakeholder base and is a confidante to the CEO. This role requires exceptional organisational, practical, analytical, and leadership skills to support the CEO in maximising productivity, preparedness and achieving organisational goals.

### **Key stakeholders:**

- Trustees
- Employees
- Donors (current and future)
- Sister organisations
- Government and diplomatic corps
- Recruitment agencies
- Any other interested parties

### **Key responsibilities:**

#### **1. Strategic support:**

- Act as a trusted advisor to the CEO, providing strategic counsel and input on key organisational issues and decisions.
- Assist in the development and execution of the organisation's strategic plan, goals and objectives including proactive management of the organisation's yearly calendar.
- Conduct research and analysis, compile data and prepare reports for the CEO to support decision-making processes to support strategic initiatives and decision-making.
- Recommend and implement strategic policies including HR-related policies.
- Oversee and manage special projects and initiatives as directed by the CEO, ensuring timely and successful completion.
- Track progress on key organisational initiatives and provide regular updates to the CEO.

#### **2. Executive support:**

- Manage the daily operations of the executive office, including the CEO's schedule, meetings, and correspondence.
- Prepare and edit correspondence, communications, presentations, and other documents on behalf of the CEO.
- Ensure sufficient space in CEO's diary for thinking time.
- Coordinate executive team meetings, including agenda preparation, meeting facilitation, minute taking and follow-up on action items.

- Support the CEO in managing relationships with key stakeholders, including donors, partners, and board members.
- Handle confidential information with discretion and ensure the CEO is briefed on key issues, meetings, and events.
- Serve as a liaison between the CEO and other executives, stakeholders, and employees.
- Ensure follow-up on all operational matters.
- Manage all travel arrangements for the CEO.
- Research new stakeholders/donors and prepare dossier for CEO
- Include appropriate scholars/alumni in particular field of interest

### **3. Operational support:**

- Facilitate cross-departmental collaboration and communication to ensure alignment with the organisation's mission and goals.
- Identify operational inefficiencies and recommend improvements to enhance productivity and effectiveness.

### **4. Project management:**

- Lead and manage special projects and initiatives as directed by the CEO.
- Ensure projects are delivered on time, within scope, and aligned with business objectives.
- Monitor project progress and provide regular updates to the CEO.
- Oversee and manage special projects and initiatives as directed by the CEO, ensuring timely and successful completion.

### **5. Stakeholder management:**

- Facilitate effective communication within the executive team and across the organisation.
- Draft presentations, reports and other materials for board meetings, investor conferences, and team meetings.
- Represent the CEO in meetings and events as needed.
- Build strong relationships with the various stakeholders of the organisation.

### **6. Leadership:**

- Work alongside the Directors of the organisation as a member of the senior leadership team, to promote collaboration and interdepartmental alignment.
- Foster a positive and productive working environment within the executive office.
- Ensure cohesive team culture in collaboration with the senior leadership team – champion culture

### **7. Problem solving:**

- Identify and address potential issues before they escalate.
- Provide solutions and recommendations to the CEO on various operational and strategic challenges.
- Strategic thinking partner to the CEO.

### **8. Diplomacy:**

- Handle information with the utmost discretion and confidentiality.
- Ensure that all interactions and communications are conducted in a professional, diplomatic and confidential manner.

**9. Sustainability:**

- Oversee and advance sustainability initiatives through strategic planning, operational execution, and performance monitoring across key areas such as energy efficiency, waste management, sustainable sourcing, and compliance with environmental standards.

**10. HR:**

- Create induction pack and process for new employees
- Assist with policy development, planning, improvement and deployment where applicable and updating employee handbook.
- Drive organisational and personal development goal planning process
- Drive training and development planning process
- Manager process and staffing process
- The go to person for staff complaints/grievances as well as payroll related advice
- Drive recruitment process in organisation

**Education and experience:**

- Minimum degree or preferred post-graduate degree
- Minimum 7-10 years working experience in a similar role, or in management consulting, strategic planning, NGO, diplomatic areas or related field.

**Skills:**

- Exceptional organisational and multitasking capabilities with ability to manage multiple priorities and projects simultaneously.
- Excellent time management skills.
- Excellent interpersonal skills, with the ability to build and maintain relationships with diverse stakeholders.
- Strong analytical and problem-solving skills.
- Excellent written and verbal communication skills with the ability to prepare high-quality reports and presentations.
- High level of emotional intelligence and interpersonal skills.
- Ability to work under pressure and handle multiple priorities simultaneously.
- Proficient at managing complexity.
- Proven ability to handle confidential information with discretion and maintain a high level of professionalism.
- Strategic thinker with strong problem-solving skills and the ability to make sound decisions under pressure.
- Good understanding of fundraising.
- Strong relationship building and diplomacy skills.
- Adept at giving and receiving feedback.
- Proficient in Microsoft Office Suite and project management tools.

**Personal attributes:**

- Highly proactive, self-motivated and results oriented.
- Strong leadership and people management skills.
- Strategic thinker with a pragmatic approach.
- High integrity and ethical standards.

- Ability to maintain a high degree of confidentiality.
- Ability to remain calm and objective under pressure.
- High degree of self-awareness and discretion that ensures humility, maturity, and situational sensitivity.
- Ability to anticipate and avert problems.
- Strong organisational and political intelligence.
- Adaptable and resilient, with the ability to thrive in a fast-paced and dynamic environment.
- Passionate about the MRF's mission and committed to supporting its goals and values.

**Working conditions:**

- The role may require extended hours and occasional travel.
- The Chief Executive Assistant is expected to be available for urgent matters outside regular business hours.
- Member of the senior leadership team.